

**St. Francis Rehabilitation and Nursing Center**  
**Bishop Bradley Senior Living Community**  
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January 11, 2021

Dear Residents, Tenants, Family Members and Employees,

I am writing to give you an update on the COVID-19 outbreak at St. Francis. It is with a heavy heart that I share that we have had 3 additional residents pass since I last wrote to you. Our thoughts and prayers go out to their families during this painful time. We also have 4 residents hospitalized with COVID-19. We continue to be in contact on at least a daily basis with Catholic Charities New Hampshire Healthcare Services, as well as New Hampshire Public Health Department for guidance. Dr. Ephrem, our Medical Director is in constant contact with us throughout the day regarding the care of our residents and he is prescribing various things such as oxygen, steroids to help decrease inflammation and other medications such as Mucinex to help with the symptoms.

All employees are wearing full PPE, meaning gown, N95 mask, face shield or goggles and gloves. There are no interactive measures in this building at all, including our dining program, group activities, hair dressing appointments and the like. Everyone is in their rooms and staff are interacting with the residents on a 1:1 basis. Each resident room has a plastic zipper door as they are in quarantine/isolation with a window area which allows both privacy and the ability to interact. At this time, residents need to remain in their room. It is the Public Health Dept. that will let us know how long and when to make changes. They are closely keeping track of the illness status daily. If we have changes during the day, we are also in contact. They do the calculating for when and what the next step is. All employees are very dedicated to their work and our mission and I am very proud of their assistance. Please continue to pray with us. We ask that the Lord be with us, walk beside us, hold our hands and be within us.

I would also like to express thanks to you all for the kind words and notes that I have heard from you in recent days. I have done my best to pass these along to our employees. I wanted to let you know that we are starting a wall of encouragement where we can post notes and letters for the employees to read to give them inspiration to help them carry on and do their work through this.

Please know that no one, family, friends or staff, cannot bring any items to your loved ones at this time. We are doing our best to notify family members of any changes in their condition.

I would like to remind you to please continue to wear your masks when you are in public, practice social distancing when you absolutely have to go out. Please be mindful, that our Lakes region and Belknap County is in the red zone for positive cases, which means we are highly susceptible at this time to this vicious virus. This is so important for your own safety as well as the safety of your family. We need to be the examples for others. Thank you very much.

While we know this is an incredibly challenging time for you and your family, please be assured that we remain committed to the care and support of your loved one here at St. Francis. Their safety, health and well-being remain our firm commitment.

We will continue to keep you updated as time goes on.

God bless and with Sincerity,

Brenda Buttrick RN, LNHA  
Administrator

